

THIS PRINT COVERS CALENDAR ITEM NO. : 10.9 10.2

MUNICIPAL TRANSPORTATION AGENCY
City and County of San Francisco

DIVISION: Office of the Board of Directors

BRIEF DESCRIPTION:

Approving Amendment No. 4 and authorizing the closeout of the Appointment and Compensation Agreement between the City and Michael T. Burns to extend the General Manager's Incentive Compensation Plan required by the Charter to June 30, 2005.

SUMMARY:

- The City Charter states that the Agency shall employ the Director of Transportation pursuant to an individual contract. It further states that the City shall provide an incentive compensation bonus plan to the Director of Transportation.
- On March 7, 2000, the MTA Board of Directors appointed Michael Burns as Director of Transportation and approved the execution of a Compensation Agreement (Resolution 00-026).
- On October 19, 2001, the Board approved Amendment #2 that included the "General Manager's Incentive Compensation Plan Recommendation" as part of the Agreement and stated that the plan would be effective through June 30, 2004.
- This resolution approves an amendment to the contract to extend the term of the plan to June 30, 2005 and authorizes the MTA's Deputy General Manager for Human Relations to take all steps necessary to administer the closeout of the Appointment and Compensation Agreement.

ENCLOSURES:

1. MTAB Resolution
2. Amendment #4
3. Incentive Compensation Plan

APPROVALS:

DATE

DEPUTY OF DIVISION
PREPARING ITEM

FINANCE

CHAIRMAN

SECRETARY

ADOPTED RESOLUTION
BE RETURNED TO

ASSIGNED MTAB CALENDAR DATE: JUL 19 2005 **AUG 16 2005**

PAGE 2.

EXPLANATION:

Background

Section 8A.102(c) of the Charter states that "The Agency's board of directors shall appoint a director of transportation, who shall serve at the pleasure of the board. The director shall be employed pursuant to an individual contract...In addition, the Agency shall provide an incentive compensation bonus plan for the director of transportation based upon the Agency's achievement of the milestones adopted pursuant to Section 8A.103".

On March 7, 2000, the MTA Board of Directors appointed Michael T. Burns as Director of Transportation and approved the execution of an Appointment and Compensation Agreement (Resolution 00-026). The agreement requires the incorporation of an incentive compensation bonus plan adopted pursuant to Section 8A.102 (e) of the Charter.

On February 20, 2001, the Board adopted Resolution 01-012 which "approved and adopted an incentive compensation bonus plan" for the Director of Transportation. On October 19, 2001, the Board formally amended the Appointment and Compensation Agreement (Amendment #2) to include the "General Manager's Incentive Compensation Plan" to be effective through June 30, 2004. The term of the General Manager's Incentive Compensation Plan must be extended through the final year of Mr. Burns' service in order to comply with the requirements of Section 8A.102(e) of the Charter.

Proposal

Amendment No. 4 to the Appointment and Compensation Agreement with Michael T. Burns will extend the "General Manager's Incentive Compensation Plan" from June 30, 2004 to June 30, 2005 and authorize the MTA's Deputy General Manager for Human Resources to take all steps necessary to administer the closeout of the Appointment and Compensation Agreement.

**AMENDMENT NO. 4
TO
AGREEMENT FOR APPOINTMENT AND COMPENSATION**

This Amendment to the Appointment and Compensation Agreement between the City and County of San Francisco ("City") and Michael T. Burns ("Burns"), dated March 7, 2000 (the "Agreement"), is entered into this 19th day of July, 2005, between the City, acting by and through its Board of Directors of the Municipal Transportation Agency, and Burns.

NOW, THEREFORE, it is mutually understood and agreed that all other terms and conditions of the Agreement shall remain in full force and effect and the Agreement is hereby amended as follows:

1. Section 6, **Performance Review and Evaluation**, is amended in its entirety to read as follows:

(a) Burns shall receive an annual performance review to evaluate his performance and review his compensation. The Board may, in its discretion, increase Burns' salary in accordance with the requirements of Section 8A.102 (c) of the City Charter and only by an amendment to this Agreement. It is understood that an incentive program as required by Section 8A.102(c) of the Charter shall be established based upon mutually agreed upon goals and criteria between Burns' and the Board and shall be incorporated herein by amendment. Such incentive compensation shall be in addition to the base salary, but shall not be used in any way to calculate any pay as a result of termination of services.

(b) The Board adopted the "General Manager's Incentive Compensation Plan Recommendation" (the "Incentive Plan") on February 20, 2001 by Resolution 01-012 pursuant to the requirements of paragraph (a) of this Section. The Incentive Plan is hereby incorporated into this Agreement as Burns' incentive compensation bonus plan and shall be in effect until June 30, 2005.

IN WITNESS WHEREOF, the parties have executed this Amendment to the Agreement as of the day and year first written above.

MICHAEL T. BURNS

CITY AND COUNTY OF SAN
FRANCISCO, by and through its Municipal
Transportation Agency

Michael T. Burns

Chairman, Board of Directors, Municipal
Transportation Agency

APPROVED AS TO FORM:

Authorized by:
Municipal Transportation Agency

Dennis J. Herrera
City Attorney

Resolution No. _____
Adopted _____
Attested:

Julia Friedlander
Deputy City Attorney

Secretary, Municipal Transportation Agency

MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS
CITY AND COUNTY OF SAN FRANCISCO

RESOLUTION No. _____

WHEREAS, Section 8A.103 (c) of the Charter states that "...the Agency shall provide an incentive compensation bonus plan for the director of transportation"; and

WHEREAS, The Municipal Transportation Agency ("Agency") approved the Appointment and Compensation Agreement between the City and Michael T. Burns ("Agreement") by Resolution No. 00-026, dated March 7, 2000; and,

WHEREAS, The Agency approved and adopted the "General Manager's Incentive Compensation Plan Recommendation" ("Incentive Plan") for Michael T. Burns as required by Section 8A.102 (c) by Resolution 01-012, dated February 20, 2001, but the Incentive Plan expired on June 30, 2004; and

WHEREAS, Mr. Burns served as Director of Transportation throughout fiscal year 2004-2005 but resigned this position effective July 15, 2005; and

WHEREAS, In order to comply with the requirements of Section 8A.102(c) of the Charter it is necessary to extend the term of the Incentive Plan; now therefore be it

RESOLVED, That the Municipal Transportation Agency Board approves Amendment No. 4 to the Appointment and Compensation Agreement between the City and Michael T. Burns to extend the term of the "General Manager's Incentive Compensation Plan" to June 30, 2005 and authorize the MTA's Deputy General Manager for Human Resources to take all steps necessary to administer the closeout of the Appointment and Compensation Agreement.

I hereby certify that the foregoing resolution was adopted by the Municipal Transportation Agency Board at its meeting of _____

Secretary, Municipal Transportation Agency Board

THIS PRINT COVERS CALENDAR ITEM NO. : 14

MUNICIPAL TRANSPORTATION AGENCY
City and County of San Francisco

DIVISION: Office of the Board of Directors

BRIEF DESCRIPTION:

Approves and adopts the "Executive Director's Incentive Compensation Plan" for Nathaniel P. Ford, Sr., Executive Director as required by Section 8A.102(c)(1) of the City Charter.

SUMMARY:

- The MTA is required to provide an incentive compensation bonus plan to Mr. Ford based upon the Agency's achievement of milestones
- The Agreement with Mr. Ford provides for additional incentive compensation in an amount not to exceed 10% of the Executive Director/CEO's current base salary based on an incentive compensation plan.
- The Agreement also provides that the MTA Board of Directors shall adjust the Executive Director/CEO's base salary by a percentage no less than the increase in the Consumer Price Index-Urban (CPIU) for the Bay Area within 120 days after the close of any fiscal year based on the performance evaluation.
- The incentive compensation bonus plan to Mr. Ford is required to be based upon the Agency's achievement of service standards and milestones adopted by the MTA.
- The proposed incentive compensation bonus plan was created by the Controller's Office and used to determine the bonus for the former Director of Transportation.

ENCLOSURES:

1. MTAB Resolution
2. Incentive Compensation Plan
3. Qualitative Assessment

APPROVALS:


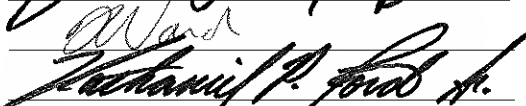

CHAIRMAN

FINANCE

EXECUTIVE DIRECTOR/CEO

SECRETARY

ADOPTED RESOLUTION
BE RETURNED TO

DATE

7/18/06
7.27.06

7.18.06
7/27/06

ASSIGNED MTAB CALENDAR DATE:

AUG 01 2006

PAGE 2.

Background

On December 6, 2005, the MTA Board of Directors appointed Nathaniel P. Ford, Sr. to the position of Executive Director/CEO of the Municipal Transportation Agency and approved the execution of an Appointment and Compensation Agreement ("Agreement") by Resolution #05-179. The Agreement provides for both (1) additional incentive compensation in an amount not to exceed 10% of the Executive Director/CEO's current base salary based on an incentive compensation plan consistent with Section 8A.103 of the Charter; and (2) an annual performance evaluation within ninety days after completion of the fiscal year. The Agreement also provides that the MTA Board of Directors shall adjust the Executive Director/CEO's base salary by a percentage no less than the increase in the Consumer Price Index-Urban (CPIU) for the Bay Area within 120 days after the close of any fiscal year based on the performance evaluation.

Performance Evaluation

Section 9 of the Agreement requires that the Board provide Mr. Ford with an annual performance evaluation within 90 days after completion of the fiscal year. This performance evaluation will be held in closed session following presentation of the year end Service Standards Report. This normally occurs at the second meeting in August. Staff has prepared a qualitative assessment based on the performance evaluation form currently used by members of the Municipal Executive Association to assist the MTA Board in their evaluation of Mr. Ford's performance. The draft qualitative assessment is attached. While staff has included sample questions, the Board may revise the document.

Salary Adjustment

Section 5 of the Agreement states that the MTA Board shall adjust Mr. Ford's base salary by a percentage no less than the increase in the Consumer Price Index – Urban (CPIU) for the Bay Area within 120 days after the close of any fiscal year based on the performance evaluation provided in accordance with Section 9 of this Agreement. Any adjustment in Mr. Ford's base salary shall be approved as an Amendment to this Agreement.

Incentive Compensation Bonus Plan

Pursuant to Charter Section 8A.102(c)(1) and Section 6 of the Agreement, the MTA is required to provide an incentive compensation bonus plan to Mr. Ford based upon the Agency's achievement of the fiscal year milestones adopted pursuant to Section 8A.103. The amount of any incentive compensation to be paid shall be calculated on a fiscal year basis within 120 days after the close of any fiscal year.

Section 6 of the Agreement states that any such bonus shall be pro-rated for any fiscal year in which Mr. Ford does not serve as Executive Director/CEO for 12 months. For FY2006, any bonus paid to Mr. Ford will be prorated for the period of his tenure as the Executive Director/CEO.

The Charter and the Agreement require that the incentive compensation bonus plan be based on the achievement of service standards and milestones adopted by the MTA. Attached is a proposed incentive compensation bonus plan that is based on the achievement of these service standards and milestones. The incentive compensation bonus plan was created by the Controller's Office and used to determine the bonus for the former Director of Transportation, Michael T. Burns.

The one difference between the proposed plan for Mr. Ford and Mr. Burns' plan is a result of the different terms of Mr. Burns' Agreement as compared to Mr. Ford's Agreement. Mr. Ford's Agreement states that he is eligible to receive additional incentive compensation in an amount not to exceed 10% of his current base salary. While Mr. Burns' Agreement did not address any bonus amount, the incentive bonus plan established a "total compensation opportunity" of up to \$15,000 or 7.5% of base compensation. Therefore, Mr. Burns' plan included set amounts for the achievement of each milestone for a total bonus not to exceed \$15,000.

Because Mr. Ford's agreement allows the MTA Board to determine the amount of the incentive compensation bonus, Mr. Ford's plan does not have set amounts for the achievement of each milestone. Instead, Mr. Ford's plan is divided into four categories. Each category is limited to 25% of the total bonus and will be determined based on the achievement of the objective milestones. The proposed incentive compensation plan is attached. The plan will be revised on an annual basis to reflect the yearly service standards and milestones as adopted by the MTA Board.

Process

In order to comply with the timelines included in Mr. Ford's Agreement, staff proposes the following process for both the Executive Director/CEO's Performance Evaluation and Incentive Compensation Bonus Plan:

1. Performance Evaluation

Each year, following the presentation of the year end Service Standards report, the MTA Board of Directors will hold a closed session to conduct a performance evaluation. Normally this will occur at the second meeting in August. Following the closed session discussion with Mr. Ford, each Board member and Mr. Ford will complete a qualitative written assessment and will evaluate the Executive Director on the achievement of service standards and milestones and return the completed forms to the board secretary. Those individual assessments are private and confidential. The board secretary will compile a summary of the responses received.

The MTA Board Chairman may choose to appoint an ad hoc committee consisting of three Directors. The ad hoc committee shall review the summary submitted by the board secretary; decide whether the Executive Director/CEO is entitled to any increase in salary. The ad hoc committee shall be subject to the Sunshine Ordinance's passive meeting rules and shall review and discuss the results of the qualitative written assessment in compliance with the Brown Act and Sunshine Ordinance. Any discussion regarding the amount or percentage of any proposed salary increase shall be held in open session of the ad hoc committee.

Pursuant to the terms of Mr. Ford's contract, the MTA Board of Directors is required to meet within 120 after the close of the fiscal year to adjust the salary of the Executive Director. Any discussion regarding the amount or percentage of any proposed salary increase shall be held in open session.

2. Incentive Compensation Bonus Plan

MTA staff shall complete the responses to the incentive compensation bonus plan based on the achievement of the service standards and milestones adopted by the MTA Board pursuant to Section 8A.103. The same ad hoc committee appointed by the MTA Board Chairman will review and discuss the results of the incentive compensation bonus plan in compliance with the Brown Act and Sunshine Ordinance. Any discussion regarding the amount of any proposed bonus shall be held in open session.

The MTA Board of Directors shall then meet within 120 days after the close of the fiscal year to determine the bonus of the Executive Director/CEO. Any discussion regarding the amount or percentage of any proposed bonus shall be held in open session.

MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS
CITY AND COUNTY OF SAN FRANCISCO
RESOLUTION No. _____

WHEREAS, Charter Section 8A.102(e) authorizes the Municipal Transportation Agency Board of Directors to appoint a Director of Transportation pursuant to an individual contract; and,

WHEREAS, By Resolution No. 05-179, dated December 6, 2005, the MTA Board of Directors approved the Appointment and Compensation Agreement between the City and Nathaniel P. Ford, Sr. ("Agreement") and appointed Mr. Ford to the position of Executive Director/CEO of the Municipal Transportation Agency; and,

WHEREAS, Charter Section 8A.102(e)(1) states that the "the Agency shall provide an incentive compensation bonus plan for the director of transportation based upon the Agency's achievement of the milestones adopted pursuant to Section 8A.103"; and,

WHEREAS, Section 6 of the Agreement, entitled "Incentive Compensation", states that "Ford shall be eligible to receive additional incentive compensation in an amount not to exceed 10% of Ford's current base salary based on an incentive compensation plan consistent with Section 8A.103 of the Charter"; and,

WHEREAS, Section 6 further states that "the amount of any incentive compensation to be paid shall be calculated on a fiscal year basis within 120 days after the close of any fiscal year and shall be pro-rated for any fiscal year in which Ford does not serve as Executive Director for 12 months";

WHEREAS, The City has prepared an incentive compensation plan, entitled "Executive Director's Incentive Compensation Plan Recommendation", dated July 10, 2006, which is attached hereto and has been received and reviewed by the MTA Board of Directors and by the MTA Executive Director/CEO; and

WHEREAS, The incentive compensation plan was created to objectively determine the Agency's achievement of service standards and milestones that were adopted by the MTA Board pursuant to Charter section 8A.103; now, therefore, be it

RESOLVED, That the MTA Board of Directors hereby approves and adopts the "Executive Director's Incentive Compensation Plan" for Nathaniel P. Ford, Sr., Executive Director as required by Section 8A.102(c)(1) of the City Charter; and be it further

RESOLVED, That any incentive compensation paid to Mr. Ford for fiscal year 2006 shall be prorated.

I hereby certify that the foregoing resolution was adopted by the Municipal Transportation Agency Board of Directors at its meeting of _____.

Secretary, Municipal Transportation Agency Board

Incentive Compensation Bonus Plan Rating Summary:

A+ = 5 pts Target achieved and exceeded
 A = 4 pts Target achieved
 B = 3 pts Target not achieved, substantial progress made
 C = 2 pts Target not achieved, some progress made
 D = 1 pts Target not achieved, minimal progress achieved
 F = 0 pts Target not achieved, no progress achieved

Total possible points = 200

Goal	Total Possible Points	Average Score of all Raters	X 25%	Total Points
Meet standards for System Reliability, Performance and Traffic Operations	75			
Improve Safety	25			
Improve customer service	65			
Improve employee satisfaction. Promote and manage employee growth, development and performance.	35			
Total	200 points			

Incentive Compensation Plan

A.	GOAL: Meet standards for System Reliability and Performance and Traffic Operations (Total = 25% of total bonus)	FY06 Target	FY06 Actual	FY07 Target	Rating
1A	85 % of vehicles that run on time according to published schedules	85%		85%	
2A	Provide 98.5 % of Scheduled service hours that are delivered and percentage of scheduled vehicles that begin service at the scheduled time.	98.5%		98.5%	
4A	Less than 5% of vehicles that pass published time points unable to pick up passengers due to crowding.	Less than 5%		Less than 5%	
6A.	Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services	Operate no less than 85% of the time within 30% or 10 minutes		Operate no less than 85% of the time within 30% or 10 minutes of scheduled headway.	
7A	% vehicle availability and reliability (mean distance between failure) by mode	No less than 98.5% vehicle availability		No less than 98.5% vehicle availability	
9A	Miles between roadcalls	Increase miles		Increase miles	
12A	Respond within 48 hours to at least 85% of all reports of meter malfunctions.	Respond within 48 hours to at least 85%		Respond within 48 hours to at least 85%	
1B	Increase passenger boarding	Increase by 1.5% overall from previous FY		Increase by 1.5% overall from previous FY	
2B	Increase fare revenue by 1.5% per year compared with prior year performance and provide average fare per passenger.	Increase by 1.5% over prior year, achieve a \$130m in fare revenue and provide average fare per passenger		Increase by 1.5% over prior year and provide average fare per passenger	
4B	Fully Allocated Costs Per Hour of Service by Mode	Provide fully allocated costs per hour of Service by Mode		Provide fully allocated costs per hour of Service and by Passenger Mile (by Mode)	

	GOAL: Improve Safety (25%)	FY06 Target	FY06 Actual	FY07 Target	Rating
13A	Repair at least 98% of hazardous safety sign conditions within 24 hours.	98% within 24 hours		98% within 24 hours.	
14A	Repair at least 92% of hazardous signal conditions within two hours.	92% within two hours		92% within two hours	
15A	Traffic Lane Line Maintenance – maintain at least 10% on an ongoing basis	To maintain at least 10% of all traffic lane lines, bus zones and crosswalks on an ongoing basis.		To maintain at least 10% of all traffic lane lines, bus zones and crosswalks on an ongoing basis.	
6D	Reduce the number of vehicle accidents on an annual basis.	5% reduction from previous FY		5% reduction from previous FY	
7D	Reduce the number of crime incidents	5% reduction from previous FY		5% reduction from previous FY	

	GOAL: Improve customer service (25%)	FY06 Target	FY06 Actual	FY07 Target	Rating
5A	No greater than 85% of combined seating and standing capacity.	No greater than 85%		% of lines with load factors greater than 85%	
10A.	Investigate and respond to requests for changes to traffic or parking controls from the public.	80% within 90 days		80% within 90 days	
11A	Color Curb Applications	To review and respond to at least 90% of all color curb applications within 30 days.		To review and respond to at least 90% of all color curb applications within 30 days.	
1D	Development of an annual marketing plan identifying specific programs and projects that will promote increased patronage	Develop annual marketing plan		Develop annual marketing plan	
2D	Publish and distribute timetable	Publish timetable during FY		Publish timetable during FY	
3D	Reduce operator conduct complaints from previous year.	75% PSR's resolved within 30 days		75% PSR's resolved within 30 days	
4D	Measure approval of Muni service by transit riders by conducting annual rider survey	Conduct Survey.		Conduct Survey.	
5D	Improvements in public information regarding vehicle delays as well as general user information regarding system modifications, route changes, and schedules	Improve Passenger Information		Improve Passenger Information	
8D	Abandoned Automobile Reports	To respond 100% of the time within 48 hours to reports of abandoned automobiles		To respond 100% of the time within two business days to reports of abandoned automobiles	
9D	Serve all walk-in citation or residential parking permit customers.	Average wait time of 20 minutes or less 80% of the time.		Average wait time of 20 minutes or less 80% of the time	
10D	Reduce customer waiting time for in-person administrative hearings and walk-in customers.	Serve within 10 minutes of arrival at least 80% of the time		Serve within 10 minutes of arrival at least 80% of the time	
11D	Residential Parking Permit Renewals	Respond at least 95% of the time within 21 days		Respond at least 95% of the time within 21 days	
1F	Respond to phone requests for parking enforcement.	Respond within 20 minutes		Respond within 20 minutes	

GOAL: Improve employee satisfaction. Promote and manage employee growth, development and performance. (25%)		FY06 Target	FY06 Actual	FY07 Target
1C	Net Vacancies by Position	No greater than 5% vacancy rate		No greater than 5% vacancy rate
2C	Attrition rates for new employees, by division and level.	No greater than 10%		No greater than 10%
4D	Measure the level of satisfaction of employees.	Conduct survey.		Conduct survey.
1E/2E	Prompt resolution of employee grievances	Resolve 75% in 30 days		Resolve 75% in 30 days
4E	Employee Recognition – recognize employee achievements and encourage excellence in job performance.	Annual achievement of honorees for monthly and quarterly awards		Annual achievement of honorees for monthly and quarterly awards
6D/5E	Provide employee education and training opportunities.	Provide 100,000 hours of training		Provide 100,000 hours of training
8A	Annual reduction of YTD average of unscheduled absences by mechanical, administrative personnel and operators.	5% reduction for Maintenance, Administration and DPT Employees and 10% reduction for Operators		5% reduction for Maintenance, Administration and DPT Employees and 10% reduction for Operators

Qualitative Assessment for Municipal Transportation Agency Executive Director/CEO FY 2007

Executive Director/CEO Qualitative Assessment Rating Summary

Name of Executive Director/CEO	Nathaniel P. Ford, Sr.	
Department	Municipal Transportation Agency	
Evaluators	MTA Board of Directors and Executive Director	

Management Area	Average MTAB Rating (Excl. ED rating)	Average MTAB Rating (Incl. ED rating)
1		
2		
3		
4		
5		
6		
7		
Total	Total	
	Average Rating =	Average Rating =

Management Area #1	Improve Financial Stability												
ED/CEO Goals	<p>Has the Executive Director/CEO improved revenue recovery from fares and other revenue streams?</p> <p>Has the Executive Director/CEO developed and implemented a long-term revenue plan to include creation of an operating reserve and leverage of capital assets?</p> <p>Has the Executive Director/CEO enhanced internal controls for financial tracking of budgeted to actual expenditures?</p> <p>Has the Executive Director/CEO ensured that the MTA develops a seamless budget that includes Department of Parking and Traffic and Municipal Railway functions?</p> <p>Has the Executive Director/CEO directed the development of a MTA recast plan that efficiently and effectively merges financial functions of the Municipal Railway and the Department of Parking and Traffic?</p>												
	<table border="1"> <thead> <tr> <th>Rating Criteria</th> <th>Rating(Check one)</th> </tr> </thead> <tbody> <tr> <td>Outstanding (A+)</td> <td></td> </tr> <tr> <td>Superior (A)</td> <td></td> </tr> <tr> <td>Exceeds Standards (B)</td> <td></td> </tr> <tr> <td>Competent (C)</td> <td></td> </tr> <tr> <td>Needs Improvement (D)</td> <td></td> </tr> </tbody> </table>	Rating Criteria	Rating(Check one)	Outstanding (A+)		Superior (A)		Exceeds Standards (B)		Competent (C)		Needs Improvement (D)	
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Superior (A)													
Exceeds Standards (B)													
Competent (C)													
Needs Improvement (D)													

Management Area #2	Focus on Customer Service												
ED/CEO Goals	<p>Has the Executive Director/CEO been responsive to diverse constituencies such as policymakers, riders, unions, community-based and business organizations?</p> <p>Has the Executive Director/CEO actively promoted ADA accessibility MTA-wide?</p> <p>Has the Executive Director/CEO improved response times to the public?</p> <p>Have the approval ratings of Muni service improved from the previous FY?</p>												
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Needs Improvement (D)													

Management Area #7	<i>Promote Initiatives that Improve the Efficiency and Effectiveness of the Municipal Transportation Agency</i>													
ED/CEO Goals	<p>Has the Executive Director/CEO provided, maintained, and upgraded the technological infrastructure to improve business processes?</p> <p>Has the Executive Director/CEO effectively implemented the Proposition E mandate for a full merger of the Department of Parking and Traffic and Municipal Railway as one MTA, through re-organization or other means?</p> <p>Has the Executive Director/CEO effectively met the overall goals of the City and County of San Francisco's Transit First policy?</p> <p>Has the Executive Director/CEO been an effective advocate region-wide with agencies such as Metropolitan Transportation Commission, Joint Powers Board, Transbay Joint Powers Authority and Translink?</p>													
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	<i>Summary Comments by Evaluators</i>
ED/CEO Goals	Please provide any additional comments you think might be helpful to the Executive Director/CEO's for the next fiscal year.

ED/CEO Goals	<i>Proposed Goals for Next Fiscal Year</i>
	Please provide any additional goals that might be included in next year's evaluation of the Executive Director/CEO.